





**13. What happens if I don't pass the course?**

Should you be deemed Not Yet Competent (NYC) you can appeal the decision within 2 weeks. The St John State Training Manager will review your assessment and will advise you of the outcome. Contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)) to appeal your assessment decision.

**14. Do I need to provide a USI Number?**

As St John is a Registered Training Organisation (RTO) a USI is required in order for St John to issue your Statement of Attainment. Please ensure the name you register with St John matches the name registered with your USI. Your USI can be recorded on the St John website once you receive your booking confirmation. To create a USI or for more information on USI's please visit [www.usi.gov.au](http://www.usi.gov.au). To record your USI with St John click on the following link Record USI with St John

**15. How do I record my USI?**

You can record your USI on the St John website after enrolling into a first aid course. Click on the following link to record your USI on the St John website (Record USI link). If you need assistance registering your USI please contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)). To create a USI or for more information on USI's please visit [www.usi.gov.au](http://www.usi.gov.au)

**16. Do I have to attend a course being held at LaTrobe?**

You can complete your training at either a Latrobe venue or a St John venue. All venues and available dates are available on the LTU first aid training website.

**LTU training link:** <https://www.stjohnvic.com.au/latrobe/>

**17. How do I verify my certificate is valid?**

You can verify if a certificate is valid by visiting the verify certificate page on the St John website ([verify certificate link](#)). You will need the individual's name and certificate number. If you need assistance please contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)).

**18. What sort of clothes should I wear to the training session?**

Comfortable casual clothing is recommended. As part of the course there are activities that require you to bend, kneel and lay down on the floor.

**19. Is there any physical elements of the course?**

Training of this nature involves moderate physical activity, including kneeling and bending. St John does not accept any responsibility for any harm suffered by you as a result of your participation in your training sessions. You will be required to complete CPR on the ground.